# NOTTS COUNTY FOOTBALL CLUB - VACANCY

# JOB TITLE: Ticketing Supervisor

# REPORTING TO: Commercial Director

# RESPONSIBLE FOR: Casual Workers – Ticket Staff

**CONTRACT: Permanent**

**HOURS OF WORK: Nominal 40 hour working week to include all home matches (weekends and evenings)**

**ROLE PURPOSE**

Working closely with the Commercial Department, you will lead on the day to day and match day operations of the ticketing function including managing the ticketing on line platform, selling tickets from the ticket office and providing data and analysis to the Commercial Department to continue to drive ticketing forward.

You will supervise all aspects of the ticket office operation and support the Commercial Director to develop the ticketing system as a key marketing and audience development tool.

You will also supervise the Ticket Office team including training and supporting match day casual workers ensuring casual ticketing staff are multi skilled across ticketing and retail, feel motivated and valued for their input and are able to set up and organise the match-day ticket sales operation.

To work closely with the Retail Manager to ensure the effective sale of all products in the Ticket Office and shop during normal opening hours. To provide retail cover in the absence of the Retail Manager.

To ensure high levels of customer service are delivered, presenting a high and positive profile to the public for all aspects of the Club’s work.

**Tasks & Responsibilities**

1. Plays a key role in strategic and operational ticketing and ticketing sales strategy working alongside the Commercial Director; with huge emphasis on the creativity behind enhancing our ticket sales.
2. On a day to day basis is responsible for ensuring the successful sale of tickets both in person and over the telephone.
3. Leads and motivates the Ticket Office team on match and non match days ensuring that the casual worker ticketing team are confident and competent in all aspects of the Club’s ticketing function.
4. Responsible for the recruiting and training of match day and non match day ticketing staff liaising with the Human Resources Director as appropriate.
5. Attends and participate in Club and ticketing meetings, presenting data and analysis as required, to reflect the Club’s ticketing success.
6. To ensure that best customer care practice is adhered to at all times by all staff within the Ticket Office.
7. To maximise potential of the Ticket Office / CRM system, acting as a superuser, to provide data and analysis for the revenue generating departments to utilise in marketing the club as well as regular post‐event analysis to help determine future strategy as required.
8. To hold regular Ticket Office meetings with casual workers, to update staff and give them an opportunity to suggest improvements in their area of work.
9. To be responsible for the financial management of the Ticket Office function including cash handling, sales reporting, liaising with third parties including credit card processing and agencies.
10. Assist the finance department in investigating and correcting discrepancies as they occur.
11. To monitor service standards and act on opportunities for improvements.
12. To administer the corporate sponsors ticket allocation and other special ticket offers.
13. To lead on and manage a telesales function including campaigns within the Ticket Office with guidance from the Commercial Director.
14. To act as Systems Manager for the ticketing/CRM system, troubleshooting, housekeeping and liaising with the provider as necessary.
15. To report in detail on sales figures, booking patterns and take up of any current special offers at marketing meetings.

**TECHNICAL SPECIFICATION**

1. Must be able to demonstrate a huge level of expertise in relation to ticketing functions within a sporting environment, ideally football.
2. First class CRM and IT skills, including Excel, able to develop, provide and provide strategic numerical data to the Commercial Director.
3. Great customer service skills and able to demonstrate excellent product knowledge, combined with professionalism and friendliness, to enhance our spectator numbers.
4. Excellent networking skills, with the ability to develop and establish relationships with other Clubs and sporting organisations, to identify, explore and implement ticketing best practice processes and protocols

**PERSONAL SPECIFICATION**

1. Excellent communication skills with the ability to communicate, negotiate and influence at both a senior and junior level.
2. Must be able to work under pressure, at business critical times, for example during match days and season ticket campaigns, multi tasking and prioritising workloads as necessary
3. Fantastic attention to detail required in relation to the provision of meaningful and accurate data and information to support and reflect the Club’s ticketing success
4. Flexible approach to work, and working hours, and understands that due to the nature of the business, will be required to work evenings and weekends, when required, for match day, season ticket campaign and other business critical campaigns.
5. Understands the need to be sensitive and confidential in relation to information and data and understands the principles of GDPR in relation to the management of personal and sensitive data and information.

**HOW TO APPLY**

If you wish to apply for this role please submit a CV and covering letter to Beverley Markland, Human Resources Director, by email to Beverley.markland@nottscountyfc.co.uk before the closing date.

**CLOSING DATE**

* The deadline for all applications will be close of business (5pm) on Friday 30th August 2019
* Any applications received after this date will not be considered for the role.
* Applications must be supported by a letter detailing why the applicant believes they are a suitable candidate for the post and be accompanied with an up to date CV.

The appointment of the successful candidate will be subject to two professional/personal references to the satisfaction of Notts County Football Club.

Notts County Football Club is an equal opportunity employer. Notts County Football Club is committed to ensuring equal opportunities, fairness of treatment, dignity, work life balance and the elimination of all forms of discrimination in the workplace for all staff and job applicants. The employer aims to create a working environment in which all individuals are able to make best use of their skills, free from discrimination or harassments and in which all decisions are based on merit.

It is Notts County Football Club’s policy to treat all workers and job applicants equally and fairly irrespective of their sex, marital status, civil partnership status, trans-gender status, sexual orientation, race, colour, nationality, ethnic origin, national origin, culture, religion, age or disability.